

Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



Phone: 803-896-5100  
Fax: 803-896-5199  
www.psc.sc.gov

Email form to: [contact@psc.sc.gov](mailto:contact@psc.sc.gov)

Print

Email

Letter of Protest

in Docket 2012 - 177 - WS

\* Required Fields

Date: \* August 24, 2012

Protestant Information:

Name \* Albert K. Stebbins, III

Mailing Address \* 16143 Tana Tea Circle

City, State Zip \* Tega Cay, SC 29708 Phone \* 803-548-0309

E-mail buzstebbins@hotmail.com

1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a customer on the Tega Cay Water Service system that is requesting an outrageous rate hike.

2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)

According to the letter they mailed to customers, the TCWS is requesting a proposed rate increase based on an average consumption of 4,904 gallons (residential tap) per month as follows:

Water Residential increase proposed	+18.54%
Wastewater Residential increase proposed	+66.90%
They claim the combined average increase is:	+43.98%

Since they were previously granted an increase to improve infrastructure in 2010 in the amount of 18%, this should have provided adequate funding to recoup their cost for repairs, etc. Plus, the company has had other rate increases in the past and that would have provided necessary revenues to repair and maintain the system. The company has neglected the system and the current proposed rate increases are exorbitant and will be a great burden on those on fixed incomes. The City of Tega Cay demographics reflect a high percentage of retirees that are on fixed incomes and the proposed increase in an already down-turned economy will be extremely burdensome, especially for those with very limited incomes. (See attached additional information.)

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \*

I would like to attend, but do not desire to offer sworn testimony.

## Letter of Protest

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August 24, 2012

Docket: 2012-177-WS

I am protesting the rate hike request by our water & sewer provider known as Tega Cay Water Service. This company has been awarded rate increases and permits, as recently as 2010, over the objection of customers and concern of the Catawba Riverkeeper. TCWS has been the source of many issues with sewage overflow into the lake and surrounding properties. DHEC [or other governmental agency] had even required that they reduce the frequency and effects of these overflows. From memory, the public meetings held in 2010 showed they were supposed to achieve certain benchmarks from previous operational deficiencies that were not met. The TCWS was given the permit [and a rate hike] with the understanding it was to operate with various new benchmarks.

The 2012 letter, provided by TCWS, is an attempt to validate the requested rate hike. It highlights costs borne as a result of additional testing, oversight and compliance monitoring [my words]. This is absurd. The company has additional expenses to comply with a "punitive" action that resulted from their own negligence or poor management. This operation should have been performing regular maintenance and preventive measures while allocating adequate funds for proper maintenance and depreciation annually. Instead, the system has been allowed to depreciate and deteriorate while cash was harvested from the entity. This method of management should not be rewarded with additional customer funds to bail-out their failed oversight. Many customers have been hit by hard economic times or live on a fixed income and will have difficulty in absorbing this inflated rate request.

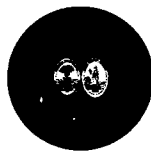
Consider the appearance of this situation;

- TCWS can operate at the highest margin possible by failing to invest and maintain a system.
- The system deteriorates due to poor management or negligence.
- The provider is penalized for poor management and results.
- The company invests money to perform the minimum required up-fit in a "band-aid" style repair to satisfy the regulators.
- Customers get a product that is similar or lower quality than that which caused regulators to act in the first place. [temporarily meets benchmarks but will shortly have similar or worse issues e.g. roots will grow back thicker and my further breach the pipe walls].
- Company asks for money invested to fix their previous errors and help pay for the added costs related to monitoring their deficient system.

If these funds are awarded, the company will only have suffered an "opportunity cost" related to the cash investment that bridged from the precious rate hike to current day. Effectively, the company that performs poorly enough to just barely operate while maximizing profitability is rewarded the most. This is not rational and should not be reinforced by the approval of this rate hike request.

  
Albert K. Stebbins, III, Tega Cay, SC, 29708-8552

Phone 803-548-0209



## Complaint Form

Print

Date: AUGUST 24, 2012 DOCKET 2012-177-WS

**Complainant or Legal Representative Information:** \* Required Fields

Name \* ALBERT K. STEBBINS, III, (HOMEOWNER)  
Firm (if applicable) \_\_\_\_\_  
Mailing Address \* 16143 TANA TEA CIRCLE  
City, State Zip \* TEGA CAY, SC 29708 Phone \* 803-548-0209  
E-mail \* BUZSTEBBINS@HOTMAIL.COM

**Name of Utility Involved in Complaint:** \* TEGA CAY WATER COMPANY

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

**Type of Complaint (check appropriate box below.) \***

- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments  | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service   | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue  | <input type="checkbox"/> Meter Issue                       |  |   |
| <input checked="" type="checkbox"/> Other (be specific) <u>EXCESS PROPOSED WATER/SEWER RATE INCREASES</u> |  |  |   |

**Have you contacted the Office of Regulatory Staff (ORS)? \*** ☐ Yes ☒ No **Name of ORS Contact:** \_\_\_\_\_

**Concise Statement of Facts/Complaint: \*** (This section must be completed. Attach additional information to this page if necessary.)

UTILITY HAS PROPOSED EXCESSIVE INCREASES IN WATER AND SEWER RATES FOR THE OLDER PART OF TEGA CAY (A 43% INCREASE IN WATER RATES OVER A TWO-YEAR PERIOD AND MORE FOR SEWER RATES) RATES IN THE NEWER PART OF TEGA CAY ARE SUBSTANTIALLY LESS. SEE ATTACHED LETTER OF PROTEST

**Relief Requested: \*** (This section must be completed. Attach additional information to this page if necessary.)

REQUEST PSC INVESTIGATE THE BASIS OF THESE INCREASES AND VERIFY WHY THEY HAVE INCREASED SUBSTANTIALLY MORE THAN TWO-YEAR INCREASE OF COSTS AND WHY THE RATES ARE SO SUBSTANTIALLY MORE THAN FOR FORT MILL AND THE NEWER PART OF TEGA CAY. THE COMPANY SHOULD NOT PROFIT FROM ANY WASTEFUL OR INEFFICIENT OPERATIONS.

STATE OF SOUTH CAROLINA )  
COUNTY OF YORK )

### VERIFICATION

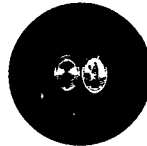
I, ALBERT K. STEBBINS, III verify that I have read my complaint filed on AUG 24, 2012  
Complainant's Name \* Date \*

and know the contents thereof, and that said contents are true.

Albert K. Stebbins III  
Complainant's Signature \*

Internal Use Only

Processed By	Date
H.E.	



\* Required Fields

Letter of Protest

Print

Email

Date: \* August 25, 2012

in Docket 2012 - 177 - WS

Protestant Information:

Name \* VIRGINIA G. STEBBINS  
Mailing Address \* 16143 TANA TEA CIRCLE  
City, State Zip \* TEGA CAY, SC 29708-8552 Phone \* 803-548-0209  
E-mail \_\_\_\_\_

1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a customer on the Tega Cay Water Service system that is requesting an outrageous rate hike.

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COMMISSION

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